

Commonly Used Terminologies

Capacity Control - An airline imposed limitation on the number of actual seats available for sale at a specific fare. Inventory controls would be a concern only when seeking an open market airfare that is below the state government contract rate.

Connections - Flight arrangements that require a change of air craft at an intermediate airport (baggage will be automatically checked through to the final destination airport).

Connecting Time - The published minimum time estimated for a passenger to change aircraft at an intermediate airport. Such connecting times will vary at each airport and between different airlines serving those airports. Airlines will not honor tickets for missed connections if the tickets are issued at less than these minimum times.

Contract Fare - The low bid price between city pairs on a specific carrier. These will be considered the “ceiling price” as lower “open market” fares may be available on excursion or special promotion rates.

Denied Boarding - A rare situation in which a ticketed passenger may not be allowed to board their scheduled flight. This should only happen if the flight has been oversold, the passenger has no confirmed seat assignment, and, they have not checked in at the gate at least 20 minutes before scheduled departure.

Direct Flights - Flights on which a traveler does not make a connection to another aircraft (however, an intermediate stop may be made en route).

Duplicate Bookings - A situation in which a traveler is holding more than one reservation for travel along the same routing. Under such circumstances the airline may cancel all reservations without notification.

Endorsement - Written stipulations made by a carrier in order for an agent to have authority to issue or reissue a ticket.

Electronic Ticket - A ticket that resides in the airline computer system and is not printed out as an accountable document. As airline security measures already require presentation of government issued picture ID at check-in, this eliminates potential loss or theft.

Excursion Fare - Discounted fares that require roundtrip travel on the same carrier and a minimum stay over at the destination. Other restrictions limiting dates of travel, advance purchase requirements, and maximum stays will vary by carrier.

Fare - The price of an airline ticket (may also be referred to as the “tariff” if is a commonly published price).

Non-Refundable Ticket - A discounted open market ticket that permits no cash refund, but does allow the value of the ticket (minus an airline-imposed administrative fee) to be applied to future travel.

Non-Stop Flight - Flights on which there is no scheduled intermediate stop between the departure and the destination airports.

Open Market Fare - Fare available to the public. Restrictions and fees are imposed for refunds and exchanges. These will generally be lower than state government contract rates only if purchased at least 7-days in advance and if trip extends over a Saturday night.

Reissued Ticket - Applying an unused ticket as full or partial payment toward a new ticket with the cost difference charged to / refunded to the originally billed party.

Reservation - A seat request into the airline flight inventory (prices on all reservations are subject to change until the reservation has actually been ticketed).

Revalidation - A method by which an airline gives the authority to change a flight time or date of travel without having to reissue the ticket (may only be done if cities and fares are not changed).

Miscellaneous Airline Regulations

As with any industry, the travel industry has its own set of regulations that can be very confusing to the uninitiated:

Airline Seating Assignments

Travelers develop a preference for where they are seated on an aircraft. Aisle seats afford a better opportunity to stretch their legs, window seats offer a breathtaking view and the passenger is less disturbed by others in their row. Seats in the front of an aircraft experience slightly less turbulence and seats in the rear are both closer to the rest rooms and are statistically more survivable if there is an accident.

In responding to a seat selection request, the airlines generally respond along the following criteria:

- * Seat assignments are accepted by the airline first come, first served; however, boarding passes can no longer be issued prior to check-in at the airport.
- * Airlines vary in how far in advance seats may be requested, but it may be up to 330 days prior to departure.
- * Last minute travelers pay a great deal more for their tickets and so airlines restrict 40% of their seats for assignment only at airport check-in to accommodate these passengers.
- * Some airlines may restrict preferred seats to Frequent Flyers.
- * There are some physically restrictive aspects to bulkhead and exit row seats so these are generally set aside only for airport check-in.
- * Flights that make an intermediate stop en-route have a certain percentage of their seats held for assignment only at the intermediate stop airport.
- * Any significant change to a flight's published schedule will cause the airline reservations computer to void any previously made seat assignment. Seats will then have to be re-requested along the same priorities as above.

Overbooking of Flights

Statistics show that a percentage of passengers with reservations will never arrive for their flights. Since an empty seat is a lost revenue opportunity, airlines anticipate these "no shows" and commonly accept more reservations on a flight than there are seats to accommodate passengers. If the calculations are imprecise, there exists a situation where some passengers can not be accommodated. To avoid a situation where a traveler is denied boarding, **Navigant International Travel** always tries to confirm seat assignments.

All airlines will hold back a fixed percentage of seats for assignment at airport check-in to accommodate higher paying last minute passengers (see Airline Seating Assignments). These seats hold a dual purpose as

they also assure that an equitable first come, first served system will be in place if it becomes necessary to deny boarding due to an oversell situation.

Airlines have the authority to deny boarding to passengers who do not have a confirmed seat assignment or who do not check-in for their flights within 20 minutes of the scheduled departure. However, good public relations dictate that the airline will first ask for volunteers to surrender their seats in exchange for other considerations.

If a traveler is denied boarding on a confirmed flight that is still at the departure gate, they will be placed on the next available flight.

If the passenger is late and shows up after the flight has departed then other arrangements are at the airline's discretion.

Airline Limits of Responsibility

The accommodations that an airline may make to a passenger on a canceled or delay flight will be based on whether the root cause was an airline problem (mechanical difficulty, diverted flight) or an "outside influence" (weather conditions, air traffic control, labor dispute). For airline problems, the carrier will assume responsibility for an alternative routing, even if this must be done on another airline, or, if en-route, must provide lodging and meals.

For problems outside of their control, the airline's responsibility is limited to "reasonable" measures to accommodate passengers - meaning that they will only go as far as putting the travelers on the next available flight that they operate.

DO NOT PACK THESE ITEMS IN LUGGAGE OR CARRY ONS!

BEWARE.....

Many common items used everyday in the home or workplace may seem harmless. However, when transported by air, they can be very dangerous. In flight, variations in temperature and pressure can cause items to leak, generate toxic fumes or start a fire.

Fireworks: Signal flares, sparkers or other explosives.

Flammable Liquids or Solids: Fuel, paints, lighter, refills, matches

Household Items: Drain cleaners and solvents

Pressure Containers: Spray cans, butane fuel, scuba tanks, propane tanks, CO₂ cartridges, self-inflating rafts.

Weapons: Firearms, ammunition, gunpowder, mace, tear gas or pepper spray.

Other Hazardous Materials: Dry ice, gasoline-powered tools, wet-cell batteries, camping equipment with fuel, radioactive materials (except limited quantities), poisons, infectious substances.

It's the Law.....

You must declare your hazardous materials to the airline, air package carrier, or U.S. Postal Service. Violators of Federal Hazardous Materials Regulations may be subject to a civil penalty of up to \$25,000 for each violation and, in appropriate cases, a criminal penalty of up to \$500,000 and/or imprisonment of up to 5 years.